

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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| Appl. No.: | 09/235,065 | Confirmation No. | 5226 |
| Applicant: | DENTON et al. | TC/A.U.: | 2614 |
| Filed: | January 21, 1999 | Examiner | Knowlin, Thjuan P. |
| Docket No.: | 4366-27 | | |
| Customer No.: | 22442 | | |
| For: | "CALL CENTER TELEPHONE AND DATA FLOW CONNECTION SYSTEM" | | |

MS Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313

AMENDMENT AND RESPONSE

Dear Sir:

Applicant submits this Amendment and Response to address the Office Action having a mailing date of December 14, 2006. Although the Applicant believes that no fees are due for filing this Amendment and Response, please charge any fees deemed necessary to Deposit Account No. 19-1970.

Please amend the above-identified patent application as follows:

Amendments to the Claims are shown in the listing of claims which begins on page 2 of this paper.

Remarks/Arguments begin on page 15 of this paper.